



JEWISH  
FAMILY  
SERVICES

# Uplifting Lives

**JFS COMMUNITY IMPACT REPORT**  
2020/2021



# Mission:

We provide essential support for the social, physical and emotional wellness of individuals and families most in need.

## Leadership Message

Sonia Victor, Sam Rothstein, Miriam Brown, Joseph Morris, Lilian Shapiro and Jack Moscovich opened the door of JFS (then known as the Jewish Family Welfare Bureau of Vancouver) to individuals and families in distress. That was in 1936. Through their community work, they developed a vision: To build a stronger and more resilient community for the future.

Over the years, the JFS team continues to change, as have the challenges affecting our community members, but the vision and commitment to our community has remained the same.

Because of that commitment and your incredible help, this year alone, JFS has been able to support the needs of over 3000 clients of all ages.

You touched many lives by providing access to healthy food, prioritizing mental health support, enabling easier navigation through housing resources, alleviating the impacts of poverty, and helping older adults age at home with dignity.

You provided people who couldn't afford groceries access to healthy and nutritious food.

You helped provide emergency aid to older adults, families, and people with disabilities, keeping them from losing their homes, utilities and phone services.

You supported people struggling with depression, anxiety, or anger management through the care line and individual and group counselling services.

You connected older adults with their loved ones through technology, providing tablets and volunteers to support them.

You encouraged us to care for each other and keep going when we felt tired and exhausted from Covid and its impact.

Our world is very different than it was when JFS was first established. Through the years, the reins of leadership have changed hands, and every Executive and Board Chair have had to readjust services to better suit the challenges of the times. In this spirit, we are committed to listening to the shifting priorities of our community so that we can continue to build upon a diverse, inclusive and effective support system for those who need us most.

It is our privilege and our honour to bring to reality your heartfelt concern for your fellow community members. We do this by transforming your donations of money and time into programs and services that uplift lives.

Together we are building a better future. Thank you for trusting us to do our part.



TANJA DEMAJO  
CEO



JODY DALES  
Board Chair

800



800 calls received on our Crisis Line; averaging 15 calls per week



330+

Over 330 people were assisted with temporary housing or subsidies

350

Over 350 people assisted with financial aid; almost 1 person every day this year

230 clients assisted this year in the area of counselling and mental health.

230

\*Most common areas supported: grief counselling, youth and family therapy, stress and anxiety management in crisis

## IMPACT AT A GLANCE



1,000

individuals served through our food bank

330+

deliveries per week

800



Over 800 seniors supported through Older Adult services, including home support care, meal deliveries and financial aid.

27,800



meals distributed

## IMPACT AT A GLANCE



# The Kitchen

A Dream Come True.

In April 2021, we were thrilled to launch The Kitchen.

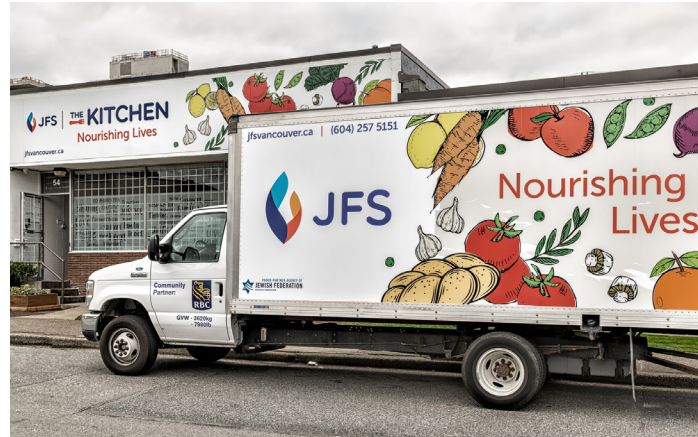
When the Jewish Food Security Task Force published their report on food security in 2018, building a community food centre was a clear priority. The impact of COVID-19 only emphasized the need for a stable and accessible space that supports the rapid growth of our food security programs.





## THE KITCHEN

This multi-functional and welcoming space now houses all our food, educational, housing and case management programs in one place. Through this integrated model, we aim to increase access to healthy food, consumption of fresh food, resources, community belonging, and a sense of dignity.



Thanks to RBC, the first JFS food security van hit our local streets just in time for The Kitchen's launch. The new van is fully outfitted with a lift and shelving that can be easily changed to adapt to different programs. Resources that were previously spent on regular U-Haul rentals multiple times a week can now go to serving the people who rely on us.



Musqueam Elder Larry Grant (pictured here) and Rabbi Dan Moskovitz from Temple Sholom each gave a special blessing at The Kitchen's official launch.

"Our entire family thanks you deeply for the help you were able to provide us during this trying time in a safe and dignified way. Coming to the Kitchen never felt like coming to the food bank. Walking into this space, being able to speak to our worker and receive the food, enabled us to ride out the bad months. Not needing to stay in a line meant the world."

**JFS CLIENT**



# Year in Review

Community. Care. Response.

At JFS, we are dedicated to uplifting people's lives. With your support, our staff continued to support the health and wellness of our community through a broad range of programs and services.

## YEAR IN REVIEW

### Building a Food Secure Community

With a fully functional kitchen, JFS hired a **part-time chef** to prepare all of our meal programs, including Cooked with Chesed meal deliveries and Seniors Sharing Shabbat.

The **Breakfast Club** doubled in size from the previous year, serving **85 households** and **163 kids under the age of 13**.

Our meal delivery program, **Cooked with Chesed**, served over **150 people**. For those who have a difficult time preparing meals due to age, recovery from surgery, or other medical reasons, we prepare 5 meals every 2 weeks.

**Farm to Plate** launched in May, a virtual marketplace that provides people of all income levels with access to fresh, local produce through online ordering and weekly pick-ups.

Through **Project Isaiah**, our annual community food drive, we collected enough non-perishable food to stock the food bank for 4 months.





## Creating Stability and Hope

JFS launched the **Jewish Housing Registry**, a shared database between all the Jewish housing agencies in Vancouver. This partnership streamlines the process of assessing and referring housing clients, shares vital information between agencies, and provides opportunities for further engagement and partnership.

Through the **Reaching Home Project**, **84 people** were placed into permanent housing. JFS distributed funds to **427 community members** to help them remain housed.

Our partnership with Jewish Women's International on **ASTEH (a short-term housing for women escaping violence)** provides a combination of counselling and wrap-around service, creating the possibility for a more stable future for women and their dependents.

## Developing Growth and Potential

In May, JFS introduced a new initiative in partnership with **Work BC** for clients with diverse abilities to use their skills and experience to support our case managers. Positions so far have involved food services and housing.

In July, JFS launched **Thriving Seniors** to promote knowledge, connection and empowerment among older adults in the community. A key element is the Tablet Learn and Loan program, where seniors are matched with a volunteer who supports their learning on how to use Zoom, email and the internet.

8 young adults joined **Moishe's Retreat** in September, a 4-day farm retreat to explore food systems, land and sustainability from a Jewish lens. Generously funded by the Vinegar family in honour of their son, Max (Moishe) (z'l), this program aims to foster connection, build leadership and increase awareness about social justice among the next generation.





# The Impact of our Programs

“Programs like these are rare in Vancouver. The participants benefit in ways that cannot be measured.”

LAURA, JFS CLIENT

## LAURA



During the pandemic, Ashley joined the JFS Anxiety and Depression Online Support Group, facilitated by our Mental Health Outreach Therapist,

Kevin Campbell.

Before joining the group, Ashley suffered from extreme anxiety and panic attacks that affected her daily life. She knew that she needed to find the tools to help her navigate the effects of living in uncertain times, so she turned to JFS.

Ashley describes her group experience as a safe space where she can connect with others and learn how to cope with stress. “Each member is treated respectfully,” she writes, “and free to tell their stories if they wish, and receive encouragement and support.” With this group, she feels understood and validated.

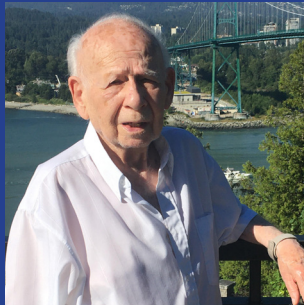
“Programs like these are rare in Vancouver,” Ashley adds. “The qualifications of the group facilitator raises it to a whole other level. The participants benefit in ways that cannot be measured.”

After joining the group, Ashley started to understand that her feelings had deeper roots and decided to embrace individual counselling at JFS as well. The support helped her come to terms with some difficult issues that have haunted her for many years.

The work Ashley has done through the group and counselling brought a major change in her life. She feels grateful for the help she received, and more optimistic and positive about what the future might bring. “The work you do proves that we live in a community where a great deal of good can be found,” she says, “thank you for providing me with needed help.”



# ISAAC



As a Holocaust survivor, Isaac carries many stories of loss and painful memories. The army conscripted him before he could go to school, so he never had the

opportunity to learn to read and write.

Yet his resilience helped him rebuild his life. When he moved to Canada as a teenager, he met and married his sweetheart, Bernice, and together they made a life for themselves in Vancouver.

With Bernice passing away, Isaac lost his support system. Without the ability to read and write, he needed help with the paper work as well as support with cooking and cleaning, which initially brought him to JFS.

As Isaac aged, his needs grew. Now in his 90's,

## Today, Isaac is surrounded by a community of familiar friends.

JFS provides wrap around services to address the various elements of homecare that enables Isaac to live in his own home independently. This includes not only cooking and cleaning, but regular check ins, transportation to appointments, medical equipment, and installation of a lifeline. With Claims Conference funding, Isaac now has a full time caregiver as well.

Today, Isaac is surrounded by a community of familiar friends. As he ages, this is essential to his well-being. Our support allows him to continue to live in his own home on his own terms for as long as possible.

# TALIA

Talia grew up in a strict household in Toronto. As a young woman, her decisions were controlled by her family and she wasn't allowed to live or work independently. She felt trapped and longed for freedom. She ran away to Vancouver, where she intended to work and go to school. Talia's plan was to live in her van until she found a job.

Shortly after arriving in the city, however, COVID hit, and Talia had no permanent home or community to support her. Although she was Jewish, she felt unworthy of reaching out to the community for help.

Months passed and Talia was still living in her van. She was not eating enough food, and she feared for her safety at night. She started sleeping with a can of bug spray under her pillow in case someone tried to break in. It was impossible to prepare for job interviews this way. Her determination started giving way to despair, and Talia felt she had nowhere to turn.

One day, Talia was cleaning out her van in a

park when a woman asked if she needed help. She was Jewish, and she encouraged Talia to connect to JFS.

After calling the JFS care line, Talia connected to the food bank, where she received fresh groceries. After months of going hungry, she could finally eat a proper meal. Through her case manager, Talia found emergency housing that put a warm roof over her head and gave her the space and security she needed to work

**"I reached out for support and let someone know I was here. What came out was support I can't describe."**

on her job search. Within a month, Talia found employment and was able to start supporting herself.

Today, Talia is rediscovering her goals and purpose. She participates in counselling and personal growth workshops at JFS, and now she is hopeful for what the next chapter of life holds for her. Without the donors support, she says, she would still be living in her van. "I am so grateful to be on my healing journey with JFS as my supportive organization."



## JFS INNOVATORS 2021

Thank You

to all of our sponsors and donors who made Innovators 2021 a success, we are grateful for your support. This year was unlike any other - virtual, free and inventive.

Because of you, over 3000 people can receive vital care and services through JFS programs.

### CO-PRESENTING SPONSORS



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### TITANIUM



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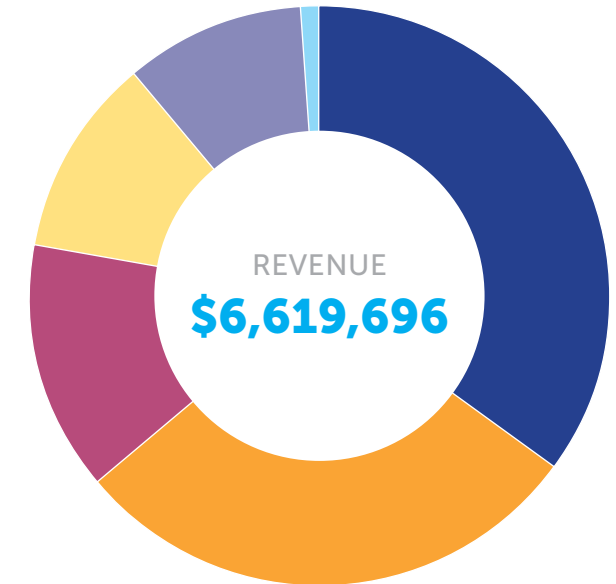
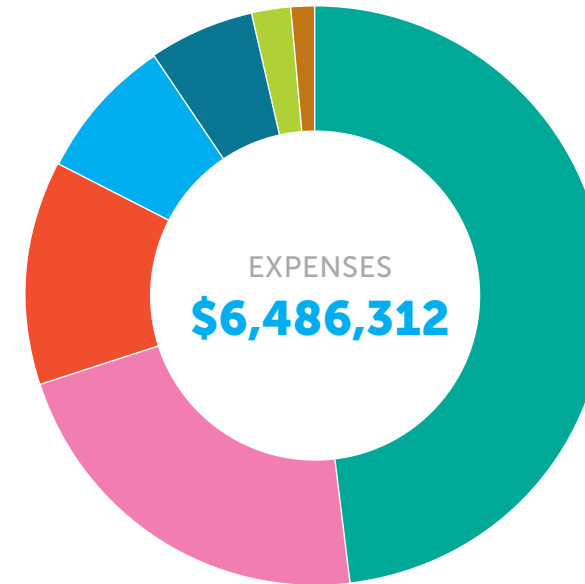
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# 2020-2021 Financial Review

Thank you for making JFS a priority for charitable giving.



Home Support Services	28%
Older Adults & Holocaust Survivors Services	21%
Administration	19%
Family & Adult Services- up to 65 years	20%
Development and Marketing	8%
Wellness & Counselling Services	4%
Community Programs & Engagement	1%

Endowments, Individual, Community & Corporate Giving	35%
Fee for Services	29%
Jewish Federation of Greater Vancouver	14%
Holocaust Survivors Emergency Assistance Program	11%
Grants	10%
Interest, Other Income and Deferred Contributions	1%



# Donors

Thank you to all our generous donors, individuals, foundations, and businesses for their support in the 2020-2021 fiscal year.

Also, thank you to all the dedicated donors who wish to remain anonymous for their continued support.

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"In this scary, lonely time, you have been a supportive friend. My weekly treatments that enable me to walk have been long canceled and I cannot stand long enough to cook anything. If not for you, I would not be eating anything healthy. So much gratitude."

**JFS MEAL DELIVERY CLIENT**



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\$1-\$499**

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# Your Legacy Makes a Difference

Sarah Elias (z'l) was an Iraqi Jew born in Shanghai, China, who moved to Vancouver with her mother in her 20's. She became a member of Shara Tzedek and Beth Hamidrash synagogues. When she moved to the Louis Brier Home in her mid 80's, she received support from JFS Seniors Services until her passing at age 94. It was important to her that her legacy help seniors live with dignity. The Estate of Sarah Elias has generously funded our Seniors Lunch and Seniors Meal Programs.

FOR MORE INFORMATION ON LEGACY GIVING PLEASE CONTACT US AT **604.257.5151** OR EMAIL [DEVELOPMENT@JFSVANCOUVER.CA](mailto:DEVELOPMENT@JFSVANCOUVER.CA)

The Legacy Circle recognizes supporters who have made a monetary gift this year through an endowment fund, who have informed us of their intent to leave a bequest to JFS or those of blessed memory who already made a gift.

Barrie & Ellen Yackness Family Endowment Fund  
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Kates, Sharon  
Rubin, Leah  
Segal, Margaret

*\*Permission granted to publish*

**ESTATE Z'L**

Estate of Amelia Boxer  
Estate of Ernest Rothschild  
Estate of Baila Yehudit Lazarus  
Estate of Gerald Jack Halpern  
Estate of Louis Woolf



# Volunteers

At the heart of what we do



"Our volunteers are fantastic! They are key in helping JFS thrive over the long term. They have been integral in our organization's resiliency especially amidst a pandemic.

Our volunteers have aided JFS as drivers for pickups and deliveries, food servers and preparers, companions to our elderly and isolated and have offered technical support and ongoing help with public relations.

Our incredible volunteer's have allowed us to serve countless people in our community this past year, providing access to food and counselling as well as numerous other resources that they would not otherwise be able to access or afford.

Thank you for your efforts, not only does your work help the organization, but it also directly impacts every person who receives assistance."

**SHANNON GORSKI, JFS BOARD MEMBER**

# Volunteers

We are so grateful to our amazing volunteers for sharing your valuable time and incredible talents. Thank You - We couldn't do it without you!

- |                     |                    |                     |                   |                                 |
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| Bojm, Eric          | Friedlander, Robin | Katz, Ben           | Reznik, Jenny     | Thal, Candice                   |
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| Braverman, Harold   | Gasoi, Ivan        | Katz, Renee         | Roitberg, Deborah | Thow, Rhoda                     |
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| Cohen, Lianne       | Hamovich, Jerry    | Malchy, David       | Segal, Rachael    |                                 |
| Cohen, Michael      | Handelsman, Sharon | Matthews, Sigal     | Seguin, Simona    |                                 |

# Volunteer Awards

Volunteers are at the heart of JFS. They serve as an invaluable resource who help us deliver our programs and services to thousands of people in our community.

## JFS 2021 PAULA LENGA AWARD



### Stan Shaw

The **Paula Lenga Award** honours an outstanding individual who has done extraordinary things as a volunteer at JFS in the past 24 months. This person has made a significant contribution in multiple facets of JFS through their time, service, ingenuity, leadership, mentorship and collaboration in their volunteer role.

## JFS 2021 OUTSTANDING COMMUNITY LEADER AWARD



The **Outstanding Community Leader award** honours individuals who volunteered their time and talents to JFS and have done an exceptional job to support specific areas.

- Sherri Wise** (FUNDRAISING)
- Shannon Ezekiel** (FUNDRAISING)
- Todd Thal** (FUNDRAISING)
- Candice Thal** (FUNDRAISING)
- Tamar Bakonyi** (FUNDRAISING)

## JFS 2021 VOLUNTEER OF THE YEAR AWARD

- Kerstin Melusin** (SENIORS SUPPORT)
- Laureen Teperson** (FOOD SECURITY)
- Michael Cossever** (ADMINISTRATION)
- Ewa Gersin** (HOUSING)

# CAROLINA



Every week Carolina provides companionship and friendship to older adults as a friendly visitor volunteer through the JFS Better at Home program.\* She calls several clients

conversations, and in this way, the program has made a positive impact on her. She says, "it has really changed my perspective on aging and what matters in life."

**"I always call at the same time, same day, so they know someone is going to reach out no matter what."**

throughout the week to connect and make sure they are doing well. During the pandemic, she would check in to see if they had enough food, medication, and to provide social interaction.

These calls are an important safety net that integrate older adults into the community. One of the people she calls does not have family in the area, and has outlived most of their social network. "I always call at the same time, same day, so they know someone is going to reach out no matter what," she says.

Carolina sees how the program addresses the issue of isolation in Canadian society and improves the quality of life of older adults. "To have a venue to make those connections across generations is so important," she says.

Asked if she would recommend the program, Carolina is enthusiastic. "Do it!" she says. "I can't think of a reason not to do it. It's only 30 minutes a week and you're chatting with a friend."

Carolina now considers the people she connects with as friends. The calls have become

\* JFS Better at Home program is in partnership with United Way





# Community Partners

Our partners are vital in all aspects of our ability to deliver on our mission.



- |   |   |
|---|---|
| <p>Azrieli Foundation<br/>Ben and Esther Dayson Foundation<br/>Beth Israel Veggie Club<br/>Big Sky<br/>Bulldog Bag Ltd<br/>Burquest Jewish Community Association<br/>Christ Church Cathedral<br/>City of Vancouver<br/>Cobbs Bread<br/>Coco &amp; Crumb<br/>Conference on Jewish Material Claims Against Germany, Inc.<br/>Congregation Har El<br/>Congregation Schara Tzedek<br/>Eric Hamber Secondary School<br/>Food Runners<br/>Food Stash<br/>Fruit Tree Project<br/>Global Access<br/>Global BC<br/>Government Of Canada<br/>Grown Here Farm<br/>Haro Park Centre Society<br/>Hebrew Free Loan Association<br/>JACS<br/>Jewish Community Foundation of Greater Vancouver<br/>Jewish Federation of Greater Vancouver<br/>Jewish Women International-BC<br/>Jewish Seniors Alliance<br/>Kehila Society of Richmond<br/>King David High School</p> | <p>Marni &amp; Shannon Real Estate Advisors<br/>Marpole Neighbourhood House<br/>May and Stanley Smith Foundation<br/>Mayers Packaging<br/>National Mah Jongg League Inc.<br/>Omnitsky Kosher<br/>Peretz Centre for Jewish Secular Culture<br/>Pound &amp; Grain<br/>Rabbinical Association of Vancouver (RAV)<br/>Richmond Jewish Day School<br/>Save on Food<br/>Shalhevet High School for Girls<br/>Shoreline Counselling Clinic<br/>Solly's Bagelry<br/>South Vancouver Neighbourhood House<br/>South Vancouver Senior's Network<br/>St. Mary's Cobs Bread<br/>Temple Sholom<br/>Terra Breads<br/>The Diamond Foundation<br/>The Lazy Gourmet<br/>The Vancouver Jewish Building Society<br/>The Vancouver Yaffa Housing Society<br/>Tikva Housing Society<br/>United Way British Columbia<br/>Vancouver Coastal Health Authority<br/>Vancouver Hebrew Academy<br/>Vancouver Holocaust Education Centre<br/>Vancouver Talmud Torah<br/>West Coast Seeds<br/>Windset Farms</p> |
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## JFS 2021 OUTSTANDING COMMUNITY PARTNER

JFS 2021 Outstanding Community Partner honours an organization in the community, Jewish or broader, that has supported and/or worked with JFS in a unique and collaborative way in the past 24 months.

**This year's winner is Hebrew Free Loan.**

## Board of Directors

**Bill Kaplan**, Board Chair  
**Michael Kaplen**, Treasurer  
**Jared Friedman**, Secretary  
**Jody Dales**, Development

Eric Bojm  
Kerri Chetner  
Judith Cohen  
Shannon Gorski  
Peter Hotz  
Simone Kallner

Stacey Kape  
Audrey Mehler  
Dan Miller  
Stan Shaw  
Jacob Switzer

## Staff

### Leadership Team

Tanja Demajo, CEO  
Maya Dimapilis, Director of Development & Communications  
Cindy McMillan, Director of Programs & Community Partnerships  
Eric Ngai, Controller  
Rachel Shanken, Director of Operations  
Janelle Zwarych, Director of Food Security

### Accounting & Finance Department

Sophie Duan, Intermediate Accountant  
Jennifer Uy, Junior Accountant (AP)

### Counselling Department

Ellen Bick, Family Therapist  
Kevin Campbell, Mental Health Outreach Worker  
Nava Rozen, Child, Youth & Family Therapist  
Lily Shalev, Seniors Outreach Therapist

### Development & Communications Department

Chris Chan, Senior Database Administrator

Anna da Cunha, Development Coordinator  
Natalie Lanoville, Development Officer  
Jolene Robinson, Marketing & Communications Manager

### Family and Adult Resources

Jessica Bertrand, Tenant Community Liaison  
Sarah Ann Chisholm, Care Manager  
Steffania Escalante, Housing Coordinator  
Carol Hopkins, Food Bank Coordinator  
Lea Kovalchuk, Care Manager - Family & Adult Resources and Seniors  
Lina Moskaleva, Care Services Manager  
Leeya Schachter, Intake & Financial Aid Coordinator  
Ellie Tam, Community Service Worker

### Office Administration Team

Golriz Boroomand, Receptionist  
Irina Dordjjeva, Office Manager  
Kristina Moser, Volunteer Coordinator  
Jennifer Price, Manager of Administrative Services  
Maya Shapira, Volunteer Liaison

### Seniors Home Support Services

Laurie Birkenes, HS Assistant  
Sima Borsuk, Seniors Outreach Counselor  
Daniele Bousso, HS & Claims Conference Admin Assistant  
Gillian Farnsworth, HS Recruitment & Seniors Support Coordinator  
Eva Finn, HS Coordinator - KOM  
Irena Gurevich, HS Coordinator  
Julie Ozgur, HS Coordinator  
Elaine Perzow, Home Support Manager  
Alla Popovich, HS Care Coordinator  
Tamar Stein, Seniors Community Outreach Liaison  
Linnea Strom, Better at Home Coordinator

### Seniors Services Department

Lea Kovalchuk, FAR & Seniors Care Manager  
Natalya Rogachyova, Seniors Care Manager  
Lihl Shoval, Seniors Care Manager  
Rita Shinkar, Claims Conference Program Coordinator

## Membership





# Together we are stronger.

For more information visit

**[www.jfsvancouver.ca](http://www.jfsvancouver.ca)**

Jewish Family Services  
320-2285 Clark Drive  
Vancouver, BC V5N 3G9  
604.257.5151

